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ABSTRACT

A 1981 investigation by the Australian National University (ANU) library of the scope and nature of online bibliographic retrieval services provided by the 19 Australian university libraries and 5 of the Australian central Institute of Technology libraries, and a further study carried out in 1980-81 to assess the satisfaction of patrons with online services offered by the ANU library are described in this 2-part report. Major areas examined in the library survey include the general management, organization and staffing of online services, charging schedules, equipment, facilities, systems accessed, and clientele. A description of the ANU library online service begins the report of the user study. Data collected on searches and user satisfaction by means of a search log, search request forms, and patron evaluation forms are presented in 26 tables, with separate figures for searchers on Lockheed Dialog and searches on the biomedical files available from the Australian Commonwealth Department of Health. Appendices comprise a list of the institutions whose libraries were included in the 1981 study; 9 tables of data and 2 figures presenting results of the library survey; and a sample search request form, log sheet, and search appraisal form used in the second study. (Author/ESR)

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Online bibliographic retrieval services in various Australian tertiary institutions: trends in the scope and nature of online searching and an evaluation of patron satisfaction

Fiona Wood

September 1981

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P R E F A C E

During 1981 the Australian National University (ANU Library in Canberra investigated the scope and nature of online bibliographic services provided by Australian University and Institute of Technology Libraries (DOCIT group). The major areas examined included the general management, organisation and staffing of the service as well as charging schedules, equipment, facilities, systems accessed and clientele. The results of this investigation constitute the first part of this publication.

A further study was also carried out to assess the satisfaction of patrons with online bibliographic retrieval services offered by the ANU Library. The survey was aimed along two major dimensions - a descriptive analysis of actual searches and an analysis of usage patterns and patron characteristics. The results are presented as the second part of this publication and are based on records kept by Library staff and on an appraisal of the service by patrons. By systematically collecting statistics on the operation of the service, the Library now has access to the information necessary to make recommendations concerning the future directions and organisation of online searching at ANU.

PART 1

TRENDS IN ONLINE BIBLIOGRAPHIC SEARCHING IN AUSTRALIAN UNIVERSITY AND THE INSTITUTE OF TECHNOLOGY LIBRARIES

1. INTRODUCTION

Since 1976, most Australian University and Institute of Technology libraries have provided computerized information retrieval services to their clients. In general, however, the number of systems accessed as part of the online service had been limited to one or two. With the introduction by the Overseas Telecommunications Commission (OTC) of the Multimode International Data Acquisition Service (MIDAS) in 1979, many of these libraries have extended their services to include a number of American information systems such as Lockheed's DIALOG and Systems Development Corporation's ORBIT. These services offer a wide range of data bases covering subject areas in Science, Technology, Engineering, Social Sciences and Business/Economics. To obtain an overview of trends in online searching operations in the above institutions, the ANU Library in Canberra carried out a survey during 1981.

2. AIMS AND METHODOLOGY

The main areas of interest of the survey were:

- 2.1 to determine whether the institutions offered online services and to identify any future plans they may have to extend the number of systems subscribed to.
- 2.2 to identify the scope of the service in terms of the number of systems accessed, the number of staff involved and the type of clientele.
- 2.3 to provide an indication of the trends in the number of searches conducted since the service was introduced.
- 2.4 to investigate the operation of the service, including the procedures to be followed by the client, the equipment used, the type of promotion techniques and the format in which the online search records were maintained.
- 2.5 to identify the charges and charging policies within each institution in relation to the online service.
- 2.6 to establish whether evaluations of the service operations were being undertaken.

To obtain the required data, a questionnaire consisting of a combination of fixed-choice and open-ended questions was designed. Each respondent was also asked to provide samples of any online service documentation currently in use such as log sheets, promotional literature etc. Additional background information was included in several returns and this has been referred to (where appropriate) in the analysis.

The questionnaire was sent to all Universities in Australia and five Institute of Technology libraries. Respondents were allowed approximately a month to complete the questionnaire. A list of these Institutions is provided in Appendix I.

3. DATA ANALYSIS

All of the twenty-four institutions responded to the questionnaire. Only one institution did not currently provide online services. As different interpretations of what constitutes a "search" may have been used by respondents in providing the requested yearly transaction figures, no attempt at institutional comparisons has been made. The main focus of the survey was on online bibliographic services which were used for reference as opposed to cataloguing or other purposes. Consequently, figures provided by respondents for use of either the Australian Bibliographic Network (ABN) or the Ohio College Library Center (OCLC) have been excluded from the analysis.

3.1 Systems Accessed

Table 1 (Appendix II) shows the systems subscribed to by each institution. All except one library subscribes to Lockheed's DIALOG system. The Australian Commonwealth Department of Health's data bases are accessed by 21 libraries, SDC's ORBIT by 19 and the Australian Information Network (AUSINET) by 18. Five other systems were cited but these are used only by a

few libraries. These systems include the Commonwealth Scientific and Industrial Research Organisation Computing Network (CSIRONET) and IP SHARP Associates. The average number of systems subscribed to by each institution is four. One library, however, offers access to six systems.

The substantial increase in the number of institutions accessing overseas data bases in 1979 is shown in Figure 1 (Appendix II). The reduced telecommunications' costs associated with the introduction of MIDAS by OTC presumably explains this increase.

3.2 Proposed system introductions

Twelve libraries indicated that they have specific plans to introduce further online systems and three have general plans depending on developments with MIDAS links to Europe and the appropriateness of the systems which become available.

Given that the one institution which does not currently provide online services has made plans to introduce Lockheed's DIALOG, all of the institutions surveyed should have access to this system by the end of 1981. Table 2 (Appendix II) shows the different systems which twelve of the respondents intend subscribing to.

3.3 Organisation

In response to the questions on organisation, eleven institutions indicated that their service had a centralized location in one building and eleven indicated that the

service was decentralised (See Table 3, Appendix II).

The majority of respondents provide online services as part of their reference/reader services. One institution has a separate 'Information Retrieval Section' for its online service. Two libraries include the service in either Technical Services or Acquisitions.

Eighteen libraries allow staff to use the service for bibliographic verification purposes. Of the four libraries not permitting this sort of usage of the service, one commented that it was because there were no funds available (See Table 4, Appendix II). The number of staff involved in conducting online searches varies quite considerably as does their official staff classification. One institution has nineteen staff involved with the service although only six regularly search online. The classifications of staff include library assistants, assistant librarians, librarians and senior librarians. The average number of staff involved in the service is seven. Table 5 (Appendix II) shows the number and classification of staff involved in the service for each institution. Only two libraries have any formal limit on the number of hours staff can allocate to online searching and preparation each week (10 hours). Five respondents did, however, comment that they had informal limits such as the overall budget allocation and staff availability.

The titles of the staff responsible for the organisation of the service are shown in Table 6 (Appendix II). Two of these staff have titles specifically relating to the service (Data Base Services Librarian and Information Retrieval Librarian). Five libraries indicated that the organisation of the service was shared amongst several members of staff.

3.4 Equipment

Most libraries have only a few terminals for conducting online searches. Six have one terminal, twelve have between two and four and only four libraries have more than four terminals. (See Table 7, Appendix II).

Hewlett Packard 2621P and 2645A were the terminal models most frequently cited by respondents. LA36 Decwriters also appeared to be popular. Other models listed included the Texas Instruments Silent 700, Hazeltine 200, AWA Lear Seigler ADM and Teleray 3511D and 1060. Teletype printers were quite common amongst respondents. Overall, however, there appears to be no uniformity in the type of models selected for the service amongst the libraries. Most of the models cited are quite sophisticated in terms of, for example, the availability of local editing features, and are probably not justified for solely conducting online searches. No information was obtained from the questionnaire on the local conditions within each institution which may have determined the type of terminals used. There is also no indication from the questionnaire as to whether the terminals are used for any other purposes within the libraries apart from online searching.

3.5 Number of searches conducted

Respondents were asked to provide figures for the number of searches conducted since the introduction of their online services, by year and by system used. Only figures relating to complete calendar years have been included in the analysis. Figure 2 (Appendix II) provides a graphic representation of the trends in the number of searches conducted within each institution. Figures provided by respondents were also cross-checked with those available in each institution's annual reports. In some cases, minor discrepancies were noted. Only three libraries show any decline in use of the service since it was introduced. The remaining libraries all show increases.

3.6 Patrons served

Academic staff and postgraduate students can submit requests for online searches in all the institutions surveyed. However, only eighteen institutions allow undergraduate use. Nineteen libraries allow their own staff to use the service and fifteen allow general staff usage. External users such as industries, the general public and members of other institutions are allowed access to the service in nineteen libraries. Table 8 (Appendix II) shows the clientele of each institution.

3.7 Charging

A fee for the use of the online service is imposed in twenty of the twenty-three libraries surveyed. All external users are charged on either a partial- or full-cost recovery basis.

A summary of the cost structures as reported by respondents is provided in the following table. Over 60% of respondents charge internal users on a partial-cost recovery basis. A number of libraries indicated, however, that their fee schedules were being reviewed.

Table 9

**** Fee Schedule**

No charge	3*
Token charge	1*
No charge to internal users, partial charge to external users	2
No charge to internal users, full cost to external users	1
Partial cost to internal users	1*
Partial cost for both internal and external users	10
Partial cost to internal users, full cost to external users	4
Full cost to internal users	1**
	23

* No external users

+ Uses other institution's line for searching

**** Token charging** - setting of a fixed fee usually low enough to encourage maximum use but sufficient to discourage abuse. Token charging also refers to pricing schedules where no charge is applied but users are requested to make some financial contribution when the number of offline prints or the amount of online connect time exceed a certain pre-defined limit.

Partial-charging - allows for the direct costs of the search (such as online connect time and offline print costs) to be recovered but not the indirect costs such as staff time and equipment overheads, etc.

Full-cost charging - allows for the recovery of both the direct and the indirect costs of the search.

3.8 Online service search procedures

Of the twenty-two libraries replying to the question on online search procedures, all require that the patron completes a form outlining the parameters of the search. The majority of respondents conduct an interview with the requester once the search strategy has been developed. Two libraries have some form of post-search evaluation which may involve, for example, directions to literature not covered by the search or recommendations to have another search conducted. All institutions allow the client to be present while the search is being conducted. Six libraries commented that they strongly encourage and prefer the patron to be present.

A number of respondents provided samples of the log forms used to record the online search details. There is a great deal of variation in the visual presentation of these forms and in the range of information requested. Some institutions have forms which are professionally produced with carbon copy undersheets, however, other institutions use less formal methods of recording the online search information (e.g. exercise books). Most institutions record such information as the name and address of the client, the searcher's name, the date of the search, the systems and data bases accessed, the time on/off the system, the average cost of the search, the number of citations printed and the date the citations were received. Provision is also generally made on the log forms for a 'comments' section.

3.9 Promotion of the online service

Respondents were asked to describe what methods were used to promote their online service. The different forms of promotion are listed below in Table 11.

Table 11

Promotion techniques

Information sheets/circulars/posters	10
Brochures	12
Through reference/reader services	11
Online demonstrations	7
Institutional publications	8
Word-of-mouth	12

While most libraries use a variety of techniques to promote the service, several commented that word-of-mouth was the most successful. One library stated that it employed a part-time librarian solely to conduct and promote private computer searches.

3.10 Evaluation of online service

Thirteen libraries carry out some form of evaluation of their online services. Several respondents commented, however, that the response rate to such evaluations was usually very low. The majority of evaluations conducted are in the form of short (mostly fixed-choice) questionnaires which are attached to the printout resulting from the online search. The items covered generally include the relevance of the citations retrieved;

the client's satisfaction with the search results; the novelty value of the citations retrieved; and the number of citations known to the client which were missed by the search. Some libraries include questions on patron satisfaction with the charging schedules used and questions concerning whether the client will use the system again. Nine libraries do not currently carry out any formal evaluation of their online services.

4. SUMMARY AND CONCLUSION

All of the twenty-four libraries surveyed will be providing online bibliographic services by the end of 1981. Of the twenty-three currently offering this service, most subscribe to the major data base suppliers such as Lockheed, SDC and the Australian Commonwealth Department of Health. In general, the online service is included as part of the reference/reader's services.

The number of staff involved in the online service within each institution varies substantially as does their level of seniority. Only two libraries impose any formal limitations on the amount of staff time spent with the service.

There are no obvious trends in the equipment selected by the respondents for online searching although most libraries have teletype printers and more than 50% have only one or two terminals.

A continuous increase in the use of the service since introduction is shown by most libraries but only a few are conducting more than a thousand searches each year. Nearly all libraries impose a fee for use of the service and external users are generally charged on a partial- or full-cost recovery basis.

The procedures to be followed by patrons in submitting online search requests are fairly standard in the libraries surveyed. However, there is substantial variation in the format of maintaining records of online searches.

A combination of promotional techniques are used in nearly all libraries but word-of-mouth is seen as the most successful. More than half the survey libraries carry out online search evaluations but these are usually fairly limited in scope and hampered by poor response rates from patrons.

In conclusion, it would appear that online services in Australian University and Institute of Technology libraries are still fairly much in the developmental phase - particularly in relation to use, promotion and evaluation.

PART 2

PATRON APPRAISAL OF ONLINE BIBLIOGRAPHIC RETRIEVAL SERVICE

5. BACKGROUND

Since 1976 the ANU Library has been offering an online bibliographic retrieval service to members of the University community. Initially, the service was restricted to the Australian Commonwealth Department of Health's biomedical data bases, BIOSIS and MEDLINE. However, subscription to overseas commercial vendors providing a wide range of bases was made possible in 1979 when the OTC MIDAS switching network became operational. MIDAS effectively reduced the previous telecommunications charge of approximately \$144 per connect hour to \$12 plus 60¢ per 1000 characters transmitted thus removing the major barrier to accessing such systems as Lockheed's DIALOG and SDC's ORBIT. These systems provide reference-type data bases covering subject areas in Science, Applied Science and Technology, Social Sciences, Humanities, Business and Economics. By accessing such data bases the Library has been able to extend the type and range of information services offered to the University community for teaching and research purposes.

5.1 Staff Training

The Lockheed DIALOG system was introduced at four sites on the University campus in 1980. Librarians from each site were given the standard Lockheed 1½-day training course and spent several months familiarising themselves with the system before a fee for the service was introduced. The Lockheed DIALOG service was formally offered in the Life Sciences and Medical Libraries in July 1980 and in the J.B. Chifley and R.G. Menzies Buildings in September 1980.

5.2 Publicity

To promote the service, a two-stage advertising programme was introduced to allow a controlled build-up of patronage of the service. Promotional efforts in the first stage were limited to information sheets and word-of-mouth. Low-key advertising had the advantage of limiting the incremental work load imposed on the Library by use of the new service. This was an important consideration as the number of reference staff was not increased with the introduction of online searching. The second stage of the advertising programme was undertaken in November 1980 with the provision of a number of free demonstrations of online searching to specific groups of University staff and students.

5.3 Costs

At present there is no specific budget to cover the costs of online searching. As a result, the Library's charging policy is based on the need to recover costs associated with

6. SURVEY OF PATRON SATISFACTION WITH ONLINE SERVICES

From July 1980 to June 1981 the Library investigated patron usage of and satisfaction with its online services. The main reasons for the study were:

- (a) a concern with the budgetary and staffing commitments involved in setting-up and operating the service and
- (b) the need to incorporate satisfactorily online searching within the reference service section of the Library.

As a result of the survey the Library has been provided with the information necessary to formulate long-term policies regarding the operation of online searching at ANU.

6.1 Objectives

The objectives of the study were as follows:

- 6.1.1 To determine how satisfied patrons are with the service and to identify possible factors affecting this satisfaction.
- 6.1.2 To develop a user profile to assist Library administrators in identifying the principal users of the service, the type of information they require and their ability to pay.
- 6.1.3 To provide a descriptive analysis of the actual searches conducted.

The survey was designed to collect data in the following two areas:

6.2 Search Statistics

Data were collected on:

- 6.2.1 The frequency and volume of use of the service
- 6.2.2 The vendor(s) accessed, i.e. Lockheed and/or Health and the data bases used.
- 6.2.3 The staff time involved in the preparation of the search and the time taken to run the search online.
- 6.2.4 The number of online and offline citations.
- 6.2.5 The means by which the search was paid for (e.g. departmental budgets, scholarships, self).
- 6.2.6 The time taken to receive printout.
- 6.2.7 The search topic areas.
- 6.2.8 The search parameters such as language requirements, years to be searched, etc.

6.3 Usage patterns, user characteristics and user evaluation

Data were also collected concerning:

- 6.3.1 The position held by patrons in the University and their departmental affiliation.
- 6.3.2 The purpose of the search.
- 6.3.3 How the patron became aware of the service.
- 6.3.4 The adequacy of the turnaround time involved in the submission of a request and the receipt of the search results.

- 6.3.5 Whether the patron intended to use the service again.
- 6.3.6 The relevance of the printout to the patron's information request.
- 6.3.7 The serendipity¹ and novelty² values of the search.
- 6.3.8 The advantages and/or disadvantages as perceived by the patron of the service's current operations.
- 6.3.9 The performance of the intermediary as perceived by the patron.

7. METHODOLOGY

A profile of each search was developed by recording the required information on the following forms:

7.1 The Search Log³

This form was routinely kept by the intermediary and recorded such information as the date of the search, the requester's ID, the data bases used, the number of online/offline prints, connect time, offline staff time, etc.

7.2 The Search Request Form³

The form was designed to obtain basic demographic information concerning the requester as well as the type, purpose and specifications of the search and the method of payment. This form was completed by the patron.

7.3 The Evaluation Form³

This form was attached to printout resulting from each patron's first (and thereafter his third, sixth, etc.) search and sent to the patron for completion. While provision was made for

patrons to comment on the role of the intermediary who conducted the search, more detailed information would have to be obtained from other independent examinations of the service by the Library.

The main advantage of the methods selected for collecting the required data was that they allowed continuous monitoring of the service. For the purposes of the evaluation, a distinction was made between the use of the Lockheed DIALOG system and that of the Department of Health. A "search session" was defined as one approach to the online service, while a "search" constituted all sessions dealing with a given topic. To provide anonymity and a means of distinguishing each search profile, patrons were allocated separate identification numbers to be used during the survey.

8. DATA ANALYSIS

Only information relating to the evaluation form will be referred to in this section. The search statistics, usage patterns and user characteristics are covered in section nine.

8.1 Evaluation

Monitoring a patron satisfaction with the online service was set up using the questionnaire shown in Appendix III. As stated previously, a questionnaire was attached to the first and thereafter the third, sixth, etc. search results for each

patron. The evaluation forms were examined for factors that would account for satisfaction and dissatisfaction with the service. The form consisted of 14 questions, mostly fixed choice.⁴

71 (87.7%) of Health and 38 (82.6%) of Lockheed search evaluations were received during the survey period. A month was allowed for the return of the questionnaire before a reminder letter and an additional questionnaire were sent out (See Appendix III). Intermediaries were also requested to encourage patrons to provide as much feedback as possible concerning the service. Tables 12 - 23 show the results of each of the 14 questions on the evaluation form.

Table 12

1. (a) What approximately was the percentage of relevant articles in your printout?
- | | | |
|--|--|--|
| ☐ 100% | ☐ More than 75% | ☐ More than 50% |
| ☐ More than 25% | ☐ 25% or less | |

<u>Relevance</u>	<u>VENDOR</u>			
	<u>Health</u>		<u>Lockheed</u>	
	no.	%	no.	%
100%	2	2.9	1	2.6
More than 75%	18	25.7	13	34.2
More than 50%	19	27.1	10	26.3
More than 25%	12	17.1	3	7.9
25% or less	19	27.1	11	28.9
	<u>valid cases</u> 70		<u>valid cases</u> 38	

27.1% of Health and 28.9% of Lockheed searches were only 25% or less relevant to the patron's information request. However, further analysis revealed that in several cases patrons were doing research on original topic areas and were reasonably confident that there was no published literature in these areas. In this regard, these searches were successful even though none or few relevant citations were retrieved.

Particular problems in the Social Science searches were a lack of clear conceptualisation by some patrons of their search topics and also the terminology being too broad to be defined precisely.

Table 13

(b) Was the proportion of relevant citations retrieved sufficiently high?

☐ Yes ☐ No

	<u>VENDOR</u>			
	<u>Health</u>		<u>Lockheed</u>	
	no.	%	no.	%
Yes	55	83.3	27	71.1
No	11	16.7	11	28.9
	<u>valid cases</u>	<u>66</u>	<u>valid cases</u>	<u>38</u>

The following crosstabulations were carried out in an attempt to identify whether there is any relationship between user satisfaction, the percent of relevant citations retrieved and the total number of citations retrieved.

Table 14

Crosstabulation of % of relevant citations retrieved with satisfaction with relevancy.

% relevant	<u>VENDOR</u>			
	<u>Health</u>		<u>Lockheed</u>	
	Satisfied Yes	No	Satisfied Yes	No
100%	1	0	1	0
more than 75%	18	0	12	1
more than 50%	17	1	10	0
more than 25%	9	1	0	3
25% or less	10	9	4	7
	<u>valid cases</u>	<u>66</u>	<u>valid cases</u>	<u>38</u>

The majority of patrons who received 50% or more relevant items in their printout were satisfied. However, 9 Health and 7 Lockheed patrons receiving 25% or less relevancy were unsatisfied. As the expected cell frequencies for 60% of cells were less than 5, the chi squared technique could not be used to establish whether a systematic relationship exists between these variables.

Table 15

2. Do you know of any important articles that should have been retrieved by this search, but which were missed?

☐ Yes ☐ No

If YES, how many

VENDOR

	<u>Health</u>		<u>Lockheed</u>	
	no.	%	no.	%
Yes	19	27.7	17	45.9
No	51	72.9	20	54.1
	<u>valid cases</u> 70		<u>valid cases</u> 37	

The number of items that patrons felt should have been retrieved by the search but which weren't ranged from less than 5 to over 200.

Table 16

3. Did the search succeed in uncovering any new, key articles that will have a significant bearing on your research?

☐ Yes ☐ No

If YES, please elaborate—

VENDOR

	<u>Health</u>		<u>Lockheed</u>	
	no.	%	no.	%
Yes	33	48.5	19	55.9
No	35	51.5	15	44.1
	<u>valid cases</u> 68		<u>valid cases</u> 34	

The significance of search results on the patrons' research included:

An important paper on the...mechanism was uncovered by a previously unknown group of workers (Health).

The significance was that no work had been published in our area of interest (Health).

Literature in my area of interest is so voluminous that without the retrieval service I would have inevitably missed many relevant papers (Lockheed).

Search was to provide an indication of the range of technology available in an area with which I am unfamiliar.

As a result of the search the possible scope of my experimentation has been markedly broadened (Health).

The search provided a necessary background for future work (Health).

Some references may lead to other groups' work of which I was unaware (Lockheed).

Table 17

4. Did the search retrieve any citations that were irrelevant for this request but of use for some other project?

☐ Yes ☐ No

	<u>VENDOR</u>			
	<u>Health</u>		<u>Lockheed</u>	
	no.	%	no	%
Yes	29	43.3	14	37.8
No	38	56.7	23	62.2
	<u>valid cases</u> 67		<u>valid cases</u> 37	

The serendipity value (i.e. the incidence of articles retrieved which are not relevant to the information request prompting the search but nevertheless are of interest because of some other information need or project) occurred in just under 45% of searches conducted.

Table 18

5. Did your list of citations arrive in time for your purpose?

☐ Yes ☐ No

	<u>VENDOR</u>			
	<u>Health</u>		<u>Lockheed</u>	
	no.	%	no.	%
Yes	69	98.5	38	100
No	1	1.5		
	<u>valid cases</u> <u>70</u>		<u>valid cases</u> <u>38</u>	

The time lag experienced from the submission of a search request to the receipt of the results is frequently very important to users. Question 5 determined whether patrons felt that the turnaround time of the search was adequate for their information needs. A delay in locating a backup intermediary to run a search for a health system patron accounted for the negative response above.

Table 19

6. Was the introductory information you received about, for example, the costs, preparation or probable results of the search:

- ☐ Very satisfactory ☐ Fairly satisfactory ☐ Satisfactory
☐ Fairly unsatisfactory ☐ Very unsatisfactory

If you were dissatisfied with the information received, please elaborate—

VENDOR

	<u>Health</u>		<u>Lockheed</u>	
	No.	%	no.	%
very satisfied	42	60.9	19	50.0
fairly satisfied	12	17.4	7	18.4
Satisfied	14	20.3	11	28.9
fairly unsatisfied	1	1.4	1	2.6
	<u>valid cases</u>	<u>69</u>	<u>valid cases</u>	<u>49</u>

A number of Health and Lockheed patrons although satisfied with the introductory information provided commented on such problems as inconsistency of data base indexing - in particular the coverage of certain years and the multiple indexing of some articles. One patron commented that while costs were clearly outlined, little information was provided about the probable results of the search.

Table 20

7. If you were present while your search was being conducted on the terminal, did you find this:

☐ Very useful

☐ Useful

☐ Not useful

VENDOR

	<u>Health</u>		<u>Lockheed</u>	
	no.	%	no.	%
very useful	34	65.4	26	81.3
useful	16	30.8	5	15.6
not useful	2	3.8	1	3.1
	<u>valid cases</u>	<u>52</u>	<u>valid cases</u>	<u>32</u>

In determining whether any modifications need to be made to the search strategy, the intermediaries encourage users to attend the online session. Only three patrons did not find being present during the online session useful.

Table 21

8. Do you have any suggestions as to how the search analysts might be able to improve any of the current procedures for running a search request?

	<u>VENDOR</u>			
	<u>Health</u>		<u>Lockheed</u>	
	no.	%	No.	%
comment made	20	50.0	15	68.2
no comment	20	50.0	7	31.8
	<u>valid cases</u> <u>40</u>		<u>valid cases</u> <u>32</u>	

Comments made primarily concerned suggestions for alternative ways of inputting key words and the need for the patron to be present while the search is being conducted online e.g.

For a broad search...it may be easier to extract a larger subset of papers and negatively select the more relevant articles using known articles as guides (Health).

I would like the keywords used for a printout to be included on the printout (Health).

It might be useful to begin the search with the most important key word, find out how many articles, add the next most relevant key word and so on (Lockheed).

We received a lot of irrelevant citations - any attempt to cut down irrelevant references by having a hierarchy of key words is probably more useful (Lockheed).

Table 22

9. For the purposes of this request how satisfied were you with the citations retrieved?

☐ Very satisfied ☐ Satisfied ☐ Unsatisfied

If you were dissatisfied with the printout would you attribute this to:

☐ a misinterpretation by us of your requirements
☐ in retrospect a lack of specificity by you of your requirements
☐ a lack of specific indexing terms in the data bases used
☐ other (please specify)

VENDOR

	<u>Health</u>		<u>Lockheed</u>	
	no.	%	no.	%
very satisfied	30	42.3	11	30.6
satisfied	34	47.9	17	47.2
unsatisfied	7	9.9	8	22.2
	<u>valid cases</u>	<u>71</u>	<u>valid cases</u>	<u>36</u>

	Yes		Yes	
Q.9iia.	1		-	
Q.9iib.	5		1	
Q.9iic.	6		7	
	comment made	comment made but user satisfied	comment made	comment made but user satisfied
Q.9iid.	2	5	6	-

Some patrons although satisfied with the search results
commented on several problems with the online service.

Both satisfied and unsatisfied patrons associated the

structure of the data bases as causing the main problems with their searches, e.g.

Data base not sufficiently up to date (Health).

Terms used by computer were vastly different from those supplied by us...(Lockheed).

Insufficient data base, I found more references in Science Citations (Lockheed).

The field is poorly referenced in Chemicals and Geology (Lockheed).

The difficulty of defining my requirements in American terms (Lockheed).

Table 23

10. Considering the time it would have taken to manually search for this information, do you feel—

- ☐ the benefits of the search exceeded the cost
- ☐ the benefits were commensurate with the cost
- ☐ the benefits were not worth the cost

<u>VENDOR</u>					
	<u>Health</u>		<u>Lockheed</u>		
	no.	%	no.	%	
benefits exceeded the cost	45	66.2	16	43.2	
benefits equalled the cost	20	29.4	5	40.5	
benefits not worth the cost	3	4.4	6	16.2	
	<u>valid cases</u>		<u>valid cases</u>		
	68		27		

Reasons for some patrons commenting that the benefits of the search were not worth the cost include the following:

Some patrons requested Australian material which

was poorly indexed on the Lockheed data bases. One patron complained that a Lockheed data base which may have been useful for her search topic was not used because the cost would have been prohibitive.

Manual searching was more productive for one patron due to the poor coverage of geological material on the Lockheed data bases.

One search missed a great deal of relevant literature that the patron was aware of and also turned up a high proportion of irrelevant references.

Table 24

11. As a result of using this service are you now making greater use of other Library services such as inter-library loan?

☐ Yes ☐ No

If YES, please specify—

	<u>VENDOR</u>			
	<u>Health</u>		<u>Lockheed</u>	
	no.	%	no.	%
Yes	28	41.2	15	44.1
No	40	58.8	19	55.9
	<u>valid cases</u> <u>68</u>		<u>valid cases</u> <u>34</u>	

This question was designed to provide some indication of the impact of online searching on other Library services.

Thirteen Health and five Lockheed patrons specified that they

were now using inter-library loan as a result of their searches. However, a more detailed understanding of the impact of online searching on the Library as a whole would require another independent study.

Table 25

12. If you needed to use a literature search service again would you use this one?

☐ Yes

☐ No

If NO, why not?

	<u>VENDOR</u>			
	<u>Health</u>		<u>Lockheed</u>	
	no.	%	no.	%
Yes	69	97.2	33	94.3
No	2	1.9	2	5.7
	<u>valid cases</u>		<u>valid cases</u>	<u>35</u>

During the survey one user indicated that he would not be using the service again as his interests were not specific enough to the source files. Another patron commented that he did not obtain sufficient citations to make it worthwhile.

While virtually all patrons would use the service again, three Health and three Lockheed patrons made qualifying comments. These included the rather high cost of the Lockheed service and the fact that some relevant data bases were not accessed.

Table 26

13. Some of the information on this form would be of use to the search analysts in developing future search strategies, would you have any objection to this information being brought to their attention?

☐ Yes

☐ No

VENDOR

	<u>Health</u>		<u>Lockheed</u>	
	no.	%	no.	%
Yes	2	2.9	1	2.6
No	68	97.1	36	94.7
	<u>valid cases</u> <u>70</u>		<u>valid cases</u> <u>37</u>	

Evaluation forms have been referred to the intermediaries so that the comments made by patrons can be incorporated in future search strategies and organisation. Intermediaries were also given the opportunity to comment on the patron's appraisal of the search. In some cases it was clear that the intermediaries had not provided sufficient information concerning possible options available with the different systems. However, it was also clear with some searches that patrons had not stated their precise research interests clearly enough to the intermediaries.

14. If you have any additional comments we would be pleased to have them:

Written comments on the evaluation forms cited two types of problems - those related to the patrons' lack of understanding of the online service and those related to the indexing terms used and the limited coverage in terms of time-span and geography of some data bases. A substantial number of patrons commented on the helpfulness of the intermediaries during the search in terms of interest shown in the topic and additional suggestions concerning alternative sources.

9. CONCLUSION

The results of the survey indicate that patron satisfaction with the Library's online service is close to the rates reported in the literature, which range from between 70 - 90%.⁵ The returned questionnaires showed an overall satisfaction with the online service of 86%. The percentage of unsatisfactory search results may in part be explained by the problems experienced with the indexing terms used by the data base producers; the inappropriateness of some data bases to such fields as Earth Sciences and Geology; some search requests being too specific for the data bases; the type of material requested being poorly covered by the data bases (this applies in particular to Australian material); the years requested not being available on the data bases and patrons not being specific enough about their research interests.

The majority of online requests come from academic staff and Ph.D. students. More than twice as many Health (106) as opposed to Lockheed (49) searches were conducted. It should be noted at this point that a critical number of searches must be conducted by the intermediaries each month if search proficiency is to be maintained. Therefore, the comparatively low level of use of the Lockheed system raises a number of questions concerning the need to promote this system effectively - particularly in the Social Sciences and Humanities.

A summary of the main findings of the survey are provided below:

9.1 Search Statistics

- . A total of 155 searches were conducted - approximately 70% using the Health system.
- . Printout was normally received within five days for Health and nine days for Lockheed searches.
- . Offline preparation time tended to be longer for Lockheed searches than for Health.
- . Average cost of Lockheed searches was \$50.
- . Online search time was usually kept to ten minutes for both systems.
- . There was no substantial difference between the number of offline citations requested for either system.
- . Comprehensive and retrospective searches were requested more frequently than narrow searches.

- . While most Lockheed patrons attended the online search session, only 60% of Health patrons took advantage of this option.
- . There were few requests for foreign language articles. Those that were requested included French, German, Italian, Japanese, Russian and Indonesian.
- . Most patrons during the survey were able to use departmental funds or scholarship grants to pay for, their searches.

9.2 Usage Patterns and User Characteristics

There was a total of 118 users of the service during the survey.

- . The Most frequent users were academic staff and Ph.D. students. Research assistants were the next most frequent, followed by Honours students.
- . Four departments accounted for just under 40% of searches conducted during the survey.
- . Only 26.4% of the Health system users had not used an online service previously whereas approximately 60% of Lockheed users were using the service for the first time during the survey.
- . "Word-of-mouth", either by Librarians or by staff and/or student colleagues, appears to be the most effective means of publicising the online service. The next most successful methods were online demonstrations and library information sheets.

- . Over 50% of patrons intended to share their search results. However, there was an insufficient number of searches conducted during the survey to establish any statistically-significant relationship between the status of the user and this variable using Chi-square technique.
- . Demand for online searching appears to be almost entirely research oriented. Few patrons indicated that the printout would be used for teaching purposes.
- . Due to an insufficient number of observations no relationship could be established between the status of the requester and the purpose of the request. However, during the survey academic staff and Ph.D. students used the service to obtain supportive material for their research while Honours students and research assistants wanted to obtain ideas for new research topic areas. Research assistants also used the service to provide supportive material for research which was in the process of being written up.

9.3 Search evaluation (based on returned evaluation forms)

- . Approximately 30% of patrons received citations where the relevancy was 25% or less, and for most this was an unsatisfactory result. Due to the sample size no statistically significant relationship could be established between either the percent of relevant citations, the total number retrieved and satisfaction with the search results.

- . Of particular use to intermediaries reviewing their search strategies was finding out from patrons the number of items which should have been retrieved by a search but which weren't - this was particularly relevant for Lockheed searches.
- . Over 50% of patrons indicated that the search results would have a significant bearing on their research. Approximately forty per cent of users also commented that some citations, while irrelevant, were of use for some other research projects.
- . In general patrons were satisfied with the time taken to receive their search results.
- . While all patrons were satisfied with the information they received concerning the online service, some provided qualifications to this satisfaction. Suggestions were also made concerning how the intermediaries could improve the search operations. These included the need for the intermediaries to develop alternative ways of inputting keywords to reduce the number of irrelevant citations retrieved.
- . Most patrons felt that the search was worth the cost.

During the survey all comments made by the patrons on their evaluation forms were referred to the intermediaries. This practice has allowed the intermediaries to develop alternative search formulation strategies for some data bases. In particular, the reference interview has been examined and additional efforts made by the intermediaries to improve

communication on all aspects of the search. From the results of the survey it is clear that most patrons find online searching a useful reference tool. By monitoring patron satisfaction and use of its online service the ANU Library has had access to the information necessary in determining how effectively the service has been operating and to effect the necessary changes. However, the survey has also shown that certain areas of online search operations cannot be effectively altered in the short term by the Library - these concern primarily the indexing policies of the data base producers, particularly in relation to the coverage of Australian material.

FOOTNOTES

1. i.e. How many of the irrelevant articles were nevertheless of interest to the requester because of some other project.
2. i.e. The proportion of relevant articles brought to the requester's attention for the first time by this particular search.
3. See Appendix III.
4. While it is acknowledged that the user's view of the Library system as a whole may influence satisfaction with specific services, it was beyond the scope of the present study to examine this factor. However, an investigation of both users and non-users of the service could be conducted at some future stage to determine whether there were any preconceptions which might have influenced attitudes to the value of the service. The study should establish whether non-users were simply uninformed about the service or whether there was some specific opposition to online searching. The context of the study could be a general survey of how users and non-users of the online service obtain information for their research.
5. Compare with for example -

Brown, C. "On-Line Bibliographic Retrieval Systems Use", *Special Libraries*, 68: 155-160, 1977.

Carmon, J.L. and Park, M.K. "User Assessment of Computer-Based Bibliographic Retrieval Services", *Journal of Chemical Documentation*, 13: 24-27, 1973.

Firschein, O. and Summit, R.K. "Online Search in the Public Library: Results of a Three Year Study", *Proceedings of the American Society for Information Science*, 14: 1977.

Fosdick, H. "An SDC-based Online Search Service: A patron Evaluation Survey and Implications", *Special Libraries*, 68: 305-312, 1977.

Kiewitt, E. "A User Study of a Computer Retrieval System", *College and Research Libraries*, 36: 458-463, 1975.

Kobelski, P. and Trumbore, J. "Student use of Online Bibliographic Services", *Journal of Academic Librarianship*, 4: 14-18, 1978.

Marshall, D. "A Survey of the Use of On-line Computer-based Scientific Search Services by Academic Libraries", *Journal of Chemical Information and Computer Sciences*, 15: 247-249, 1975.

McCarthy, S., MacCabee, S. and Feng, C. "Evaluation of MEDLINE Service by User Survey", *Bulletin of the Medical Library Association*, 62: 367-373, 1974.

Ruhl, M.J. and Yeates, E.J. "Introducing and Implementing Online Bibliographic Services in a Scientific Research and Development Organization", *Journal of Chemical Information and Computer Sciences*, 16: 147-151, 1976.

APPENDIX I

Survey Institutions

UNIVERSITIES

Adelaide, University of
Australian National University (ANU)
Deakin
Flinders
Griffith
James Cook
La Trobe
Macquarie
Melbourne, University of
Monash
Murdoch
New England, University of
New South Wales, University of (NSW)
Newcastle, University of
Queensland, University of
Sydney, University of
Tasmania, University of
Western Australia, University of (WA)
*Wollongong

INSTITUTES OF TECHNOLOGY (DOCIT Group)

New South Wales Institute of Technology (NSWIT)
Queensland Institute of Technology (QIT)
Royal Melbourne Institute of Technology (RMIT)
South Australian Institute of Technology (SAIT)
Western Australian Institute of Technology (WAIT)

*Wollongong does not at present access any online bibliographic retrieval services.

APPENDIX II

Tables 1 - 8, 10

Figure 1, Number of institutions accessing
each system by year

Figure 2, Total number of searches conducted
per year by survey institutions.

TABLE 1 NUMBER OF SYSTEMS ACCESSED AND THE YEAR IN WHICH THEY WERE INTRODUCED

	Lockheed	Health	SDC Orbit	Ausinet	ABN	CSIRONET	IP SHARP Assoc.	CIS Centralem	OCLC	NY Times	Total number of systems
Adelaide	78	77	79	81	81						5
ANU	80	76									2
Deakin	79	79	79	78			80	81			6
Flinders		80									1
Griffith	78	80		79							3
James Cook	79	81	79	80							4
La Trobe	79	79	79	77							4
Macquarie	79	79	79	80		80					5
Melbourne	79	76	79	77			81				5
Monash	79	76	79	78							4
Murdoch	79	80	79	77							4
New England	80		80								2
NSW	77	76	77	79							4
Newcastle	80	79									2
Queensland	78	77	78	78						79	5
Sydney	77	76	79	77		79					5
Tasmania	80	76	80	80							4
WA	77	76	79	80			80				5
NSWIT	78	79	80		81				80		5
QIT	78	80	79	78							4
RMIT	79		80	79		77					4
SAIT	79	80	80	79							4
WAIT	77	77	79	77							4

Mean = 3.9; Median = 4; Standard deviation = 1.24; Range = 5; Minimum = 1; Maximum = 6; Mode = 4

TABLE 2

SYSTEMS RESPONDENTS PROPOSE TO ACCESS

	Lockheed DIALOG	Health	SDC Orbit	AUSINET	ABN	CSIRONET	IP Sharp Assoc.	NY Times	EURONET	PRESTEL	BRS	Lexis	Other ⁺	Total
Adelaide														-
ANU			°	°										2
Deakin						°		°		°	°			4
Flinders	°			°										2
Griffith														-
James Cook						°					°			2
La Trobe														-
Macquarie														-
Melbourne														-
Monash												°		1
Murdoch														-
New England		°												1
NSW					°									1
Newcastle													+	-
Queensland							°				°			2
Sydney													+	-
Tasmania								°						1
WA						°								1
NSWIT							°							1
QIT								°			°			2
RMIT													+	-
SAIT													+	-
WAIT						°								1
	1	1	1	2	1	4	2	3		1	4	1	4	

*Two institutions were waiting on MIDAS extension to the U.K. and Europe before introducing any new systems. A third institution stated that it would be introducing any which became available and which were appropriate to its needs.

No. of cases = 23

Table 3

Location of Online Service

	Centralised location	Decentralised location	Offered through another institution
Adelaide		o	
ANU		o	
Deakin	o		
Flinders		o	
Griffith			o
James Cook	o		
La Trobe	o		
Macquarie	o		
Melbourne		o	
Monash		o	
Murdoch	o		
New England	o		
New South Wales		o	
Newcastle	o		
Queensland		o	
Sydney		o	
Tasmania	o		
WA		o	
NSWIT		o	
QIT	o		
RMIT	o		
SAIT		o	
WAIT	o		
	11	11	1

No. of Cases = 23

55

- 47 -
Table 4

Staff Use of Online Service for
Bibliographic Verification Purposes

	YES	NO	NOT APPLICABLE
Adelaide		o	
ANU	o		
Deakin	o		
Flinders	o		
Griffith			o
James Cook	o		
La Trobe	o		
Macquarie		o (no funds available)	
Melbourne		o (except for Medical staff)	
Monash	o		
Murdoch	o		
New England	o		
New South Wales	o		
Newcastle		o	
Queensland	o		
Sydney	o		
Tasmania	o		
WA	o		
NSWIT	o		
QIT	o		
RMIT	o		
SAIT	o		
WAIT	o		
	18	4	1

No. of Cases = 23

Table 5

Number and Classification of Staff Involved in Online Services *

Adelaide	19	16 regularly: 7 Librarians I; 10 Librarians II; 1 Librarian III; 1 Librarian IV.
ANU	4	2 Librarians I; 1 Senior Librarian I; 1 Graduate Library Assistant.
Deakin	3	1 Assistant Librarian Grade II; 2 Assistant Librarians Grade I.
Flinders	3	1 Senior Librarian; 2 Librarians Grade II.
Griffith	1	Senior Librarian.
James Cook	2	1 Librarian I; 1 Librarian II.
La Trobe	6	Assistant Librarians and above from the reference section.
Macquarie	7	1 Library Assistant; 1 Grade I Senior Library Assistant to Librarian Grade V.
Monash	8	Assistant Librarian; Librarian I; Senior Librarian.
Murdoch	5	Range from Assistant Librarian to Senior Librarian.
Melbourne	12	3 Librarians II; 1 Librarian I; 8 Assistant Librarians.
New England	2	1 Assistant Librarian Grade II; 1 Assistant Librarian Grade I.
NSW	13	1 Senior Librarian I; 8 Librarians; 2 Senior Librarians I (grade 3); 1 Senior Librarian (grade 4); 1 Library Assistant.
Newcastle	3	1 Senior Librarian II; 1 Graduate Librarian; 1 Graduate Library Assistant.
Queensland	14	2 Principal Librarians; 3 Senior Librarians; 8 Librarians; 1 Assistant Librarian.
Sydney	9	Assistant Librarian II through to Assistant Librarian I, Professionals Grade.
Tasmania	5	1 Divisional Librarian (Senior Lecturer); 3 Senior Librarians I/III; 1 Librarian I.

WA	11	4 Librarians; 2 Senior Assistant Librarians; 5 Assistant Librarians (not on full-time basis).
NSWIT	10	Graduate Librarians.
QIT	3-8	Assistant Librarians; all except one are Graduate Librarians.
RMIT	12	Reference Librarians.
SAIT	9	Reference and Liaison Librarians.
WAIT	6	1 Information Retrieval Librarian; 1 Librarian (Therapy); Assistant Librarians (4 from Reference Section).

Mean:	7	Standard Deviation:	5	Modal Interval:	1-5
Minimum:	1	Maximum:	19	Median Interval:	6-10
Range:	18				

No. of Cases = 23

* No distinction is made in this table concerning the full-time or part-time involvement of library staff in the online service.

Table 6

Member of Staff Responsible for Online Service Organisation

Adelaide	MEDLINE - Medical Librarian; Others - Information Services Librarian.
ANU	Deputy Librarian.
Deakin	Assistant Librarian II.
Flinders	Divisional Librarian (Reference).
Griffith	No response.
James Cook	Central Services Librarian.
La Trobe	No response.
Macquarie	Deputy Reader Services Librarian.
Melbourne	Information Services Librarian.
Monash	Distributed through Reader Services Administration, with Deputy Librarian having overall responsibility.
Murdoch	Shared in Reader Services.
New England	Data-Base Services Librarian.
NSW	Senior Librarian I; Senior Librarian III; Social Sciences and Humanities Librarian.
Newcastle	Biomedical Librarian; Reader Services Librarian.
Queensland	Senior Librarian, Central Reference Department.
Sydney	Research Services Librarian.
Tasmania	Divisional Librarian (Readers' Services).
WA	Librarian (Research and Administration).
NSWIT	Librarians in charge of branch libraries.
QIT	Information Services Librarian.
RMIT	Senior Reference Librarian.
SAIT	One Librarian Coordinator at each campus. Overall policy determined by all operators in conjunction with Chief Librarian.
WAIT	Information Retrieval Librarian.

Table 7

The Number of Terminals Available for Online Searching

	one	two	three	four	more than four	not applicable
Adelaide					o	
ANU				o		
Deakin	o					
Flinders		o				
Griffith						o
James Cook	o					
La Trobe		o				
Macquarie	o					
Melbourne					o	
Monash					o	
Murdoch	o					
New England		o				
NSW			o			
Newcastle	o					
Queensland				o		
Sydney				o		
Tasmania		o				
WA			o			
NSWIT					o	
QIT			o			
RMIT	o					
SAIT		o				
WAIT		o				
	6(27%)	6(27%)	3(13.5%)	3(13.5%)	4(19%)	1

No. of Cases = 23

19% of the Institutions surveyed have more than four terminals available for online searching.

Table 8

Patrons of Online Service

	Academic Staff	Post- graduate Students	Under- graduate Students	Library Staff	General Staff	Other
Adelaide	o	o	o	o	o	+
ANU	o	o	o	o	o	
Deakin	o	o	o	o	o	+
Flinders	o	o				+
Griffith	-	-	-	-	-	
James Cook	o	o	o	o	o	+
La Trobe	o	o		o	o	+++
Macquarie	o	o	o	o	o	+
Melbourne	o	o	o			++
Monash	o	o		o	o	+
Murdoch	o	o	o	o		
New England	o	o	o	o		+
NSW	o	o	o	o	o	++
Newcastle	o	o	o	o	o	+
Queensland	o	o	o	o		+
Sydney	o	o	o	o	o	+
Tasmania	o	o	o	o	o	+
WA	o	o	o	o	o	+
NSWIT	o	o		o		++
QIT	o	o	o	o	o	+
RMIT	o	o	o	o	o	
SAIT	o	o	o	o	o	+
WAIT	o	o	o			+
	22	22	18	19	15	19

No. of Cases = 23

- + External users - which includes, e.g. outside organisations such as hospitals, business firms and other universities, and private individuals.
- ++ External users - subject to limitations such as staff availability, internal demand or system used.
- +++ Honours students.

Table 10

Online service fee schedules and charging policies

Adelaide	Charges:	MEDLINE - free to University staff and students, except for BIOSIS royalties and SDI's. Other systems are searched on a direct cost recovery basis, i.e. not including staff time or overheads. BIOSIS PREVIEWS - retrospective searches \$18 per connect hour (external users - \$33 per connect hour). Current awareness - \$20 per annum (35 per annum - external users).
	Policy:	All direct costs transmitted by suppliers are passed on to the client. A \$15 surcharge applies to non-university users.
ANU	Charges:	MEDLINE - \$5 per search; BIOSIS - \$10 per 20 minutes or part thereof; LOCKHEED - cost of computer time + offline prints etc. + 80¢ per minute for telecommunications costs etc.
	Policy:	To recover costs - including most overheads
Deakin	Charges:	MEDLINE - \$1.50 per minute online time; OTHERS - \$4 per minute online time.
	Policy:	Deakin users (staff, students) not charged. Non-Deakin users charged.
Flinders	Charges:	None.
	Policy:	For an initial period no charges to be applied.
Griffith	Charges:	Charging schedule not provided.
	Policy:	Total cost recovery.
James Cook	Charges:	Members of University and allied organisations: DIALOG & ORBIT - \$2 per minute online time plus cost of prints. AUSINET - \$1.50 per minute connect time plus cost of prints. MEDLINE - \$0.67 per minute connect time plus cost of prints. Others are charged at the same rates plus a surcharge of \$2.00 per minute connect time.
	Policy:	For members of University and allied organisations - recovery of all direct costs <u>excluding</u> staff time. For external users - recovery of all direct costs <u>including</u> staff time.

La Trobe	Charges:	Normally no charges.
	Policy:	To provide service at no charge. However, users, may be asked to contribute to the cost of particularly large printouts.
Macquarie	Charges:	The cost of computer searches currently includes computer connect time, offline citation costs, royalty fees where payable and telecommunication's time. In the case of overseas suppliers, the cost is based on 60¢ per minute connect time plus a service fee. The service fee is \$5 for Macquarie users and \$25 for non-Macquarie users. Additional charges depend on the data base supplier, e.g. AUSINET - \$35 per hour plus 10¢ for each citation - minimum of \$5 print charge; CSIRONET - \$1 per minute plus 7¢ for each citation printed in excess of 50; DIALOG & ORBIT - 60¢ per minute Telecom costs plus computer and print costs as determined by supplier. BIOSIS - 40¢ per minute. MEDLINE - no charge.
	Policy:	The Library provides service on a partial-cost recovery basis not including staff costs.
Melbourne	Charges:	Limited searches only are provided without charge on DIALOG & ORBIT (approximately 15 minutes online time plus approximately 75 prints). Comprehensive searches are charged to the user.
	Policy:	The Library's policy is to provide searches without charge to staff and enrolled students for study, teaching and research (as part of the reference service). Direct costs, however, for comprehensive searches on DIALOG & ORBIT are passed on to the user. SDI's are also charged to the user.
Monash	Charges:	Cost of data base access plus print costs. An additional \$10 per search communication charge for overseas systems. MEDLINE - \$5 per search.
	Policy:	To recover about half the overall cost of providing the service. This policy may be reviewed as the service develops.
Murdoch	Charge:	Cost recovery for online time, telephone and royalties and document delivery as used.
	Policy:	Partial cost recovery.

- 55 -

New England Charges: A minimum charge of \$5 applies to each search undertaken. Charge covers online connect time to DIALOG, plus communications costs from Armidale-Sydney; Sydney-California.

Policy: Direct costs are covered by the person requesting the search. The costs resulting from any operator errors are covered by the Library. The Library itself carries the cost of the computer terminal, support documents, and the extensive staff time involved in preparing a search. The costs which are passed on to the user include online time, telecommunication charges and the offline printing of citations.

NSW Charges: Physical Sciences and Social Sciences Libraries' searches are charged at a flat rate of \$50 for the first file (or database) and \$25 for subsequent files. This includes up to 100 offline prints. Additional printout charges at cost. External users are charged at full cost-recovery including a service fee to cover staff time.
 AUSINET - \$25 (through Physical Sciences Library)
 MEDLARS - \$5 and BIOSIS - \$10 (offered through Biomedical Library).
External users - the following rates were recently decided: Lockheed and Orbit - minimum charge of \$75 (includes one hour of a librarian's time and up to \$50 worth of communication, data base and print costs). For searches more than \$75 the Library will charge full-cost recovery on the following basis:
 Librarian's time - \$25 per hour; Communication - \$1 per minute; Data base and print charges at cost.
 Ausinet - \$50 minimum charge, including one hour of a librarian's time. Searches costing more to be charged at full-cost recovery plus additional librarian's time at \$25 per hour.
 Biosis - \$25; Medline - \$20.

Policy: UNSW clients have priority over external users and the Library reserves the right to refuse searches to outside users. Partial cost recovery for internal users.

Newcastle Charges: MEDLINE - telecommunication costs and royalties where they exist.
 DIALOG - \$2 per minute plus cost of prints. (for external users - \$4 per minute plus costs of prints).

Policy: To cover visible costs - online time, offline prints, telecommunication costs plus terminal maintenance, documentation, and staff training.

Queensland Charges: University members charged for all direct costs of a search - connect time, royalties, print/postage of references, direct staff time on search. The Library carries all overhead costs. External users are charged for all costs, including share of overheads as calculated each year. Mini computer searches are offered at \$10.

Policy: University members are charged direct costs. The Library covers any overheads. External users are charged direct and indirect costs.

Sydney Charges: \$50 per search - includes 200 prints. No charge for Life Sciences system use except for SDI's.

Policy: Cost recovery.

Tasmania Charges: No charges.

Policy: The present non-charging policy is experimental. The Library did charge in 1980 (and may revert to charging in 1982). The Library hopes that the present experimental non-charging system will prove successful because it is believed that this policy encourages use of the service on the basis of need rather than on the ability to pay and has corresponding cost-benefits in the saving of professional staff time. It has been possible not to charge by using a salary fall-in resulting from a reference library officer who is on one year's leave of absence.

WA Charges: The charges recover all direct costs: telecommunications, computer processing, data base charges, royalties and print charges.

Policy: The present policy is to recover all direct costs as listed. Staff time and equipment costs are not recovered but a service fee will be introduced for outside users.

NSWIT Charges: Two elements in charging - (1) File charges which vary with the data base and are computed on a time basis; (2) Telecommunication charges which cost 20¢ per minute plus 60¢ for each thousand characters received or transmitted. (This is currently costed at \$1.28 per minute).

	Policy:	For Lockheed & Orbit searches, Institute Schools are billed for online database charges and telecommunications' costs. Gore Hill Library charges external users of MEDLINE & BIOSIS the same rates as NLA users.
QIT	Charges:	QIT staff and postgraduate students are covered by Library funding for QIT-related research, teaching and postgraduate course work. Undergraduate students and external users pay \$4 per minute plus the cost of prints on overseas systems; AUSINET - \$3.50 per minute plus prints; MEDLINE - \$12 - \$15 including prints.
	Policy:	Centrally funded service to QIT staff and students and a cost-recovery service to anyone else.
RMIT	Charges:	No charges.
	Policy:	Online searching is funded by RMIT as part of the Library Budget.
SAIT	Charges:	No charges for all Institute users (up to the limit of the budget).
	Policy:	Charges apply to Institute users only if the work being done is part of an externally-funded contract. External users are charged on a scale related to online time. and print charges.
WAIT	Charges:	Searches for departmental staff or student use are \$10 (AUSINET & MEDLINE) or \$20 (LOCKHEED & SDC). Searches for externally funded WAIT research are charged at full-cost (LOCKHEED approximately \$50). Non WAIT searches are charged an additional fee of \$20 per hour for Library staff time.
	Policy:	WAIT staff or students charged on a partial-cost recovery basis. WAIT staff or students with projects supported by non-WAIT funding charged for full computing and printing costs. Private requests charged for full computing and printing costs plus staff time.

FIGURE 1.

Number of Institutions accessing each system by year

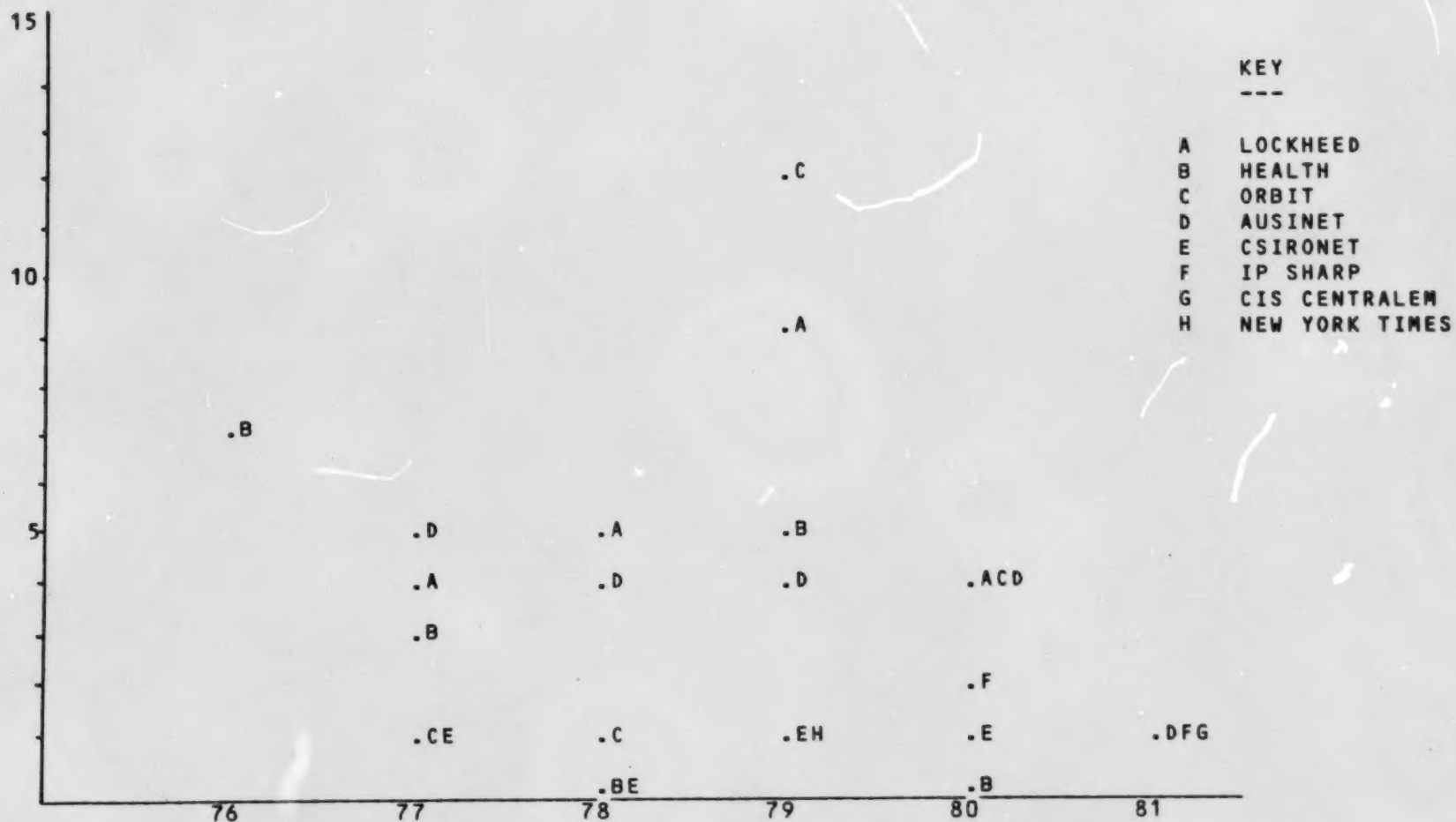


FIGURE 1

TOTAL NUMBER OF SEARCHES CONDUCTED PER YEAR BY SURVEY INSTITUTIONS

INTERESTS

SCALING FACTOR: 0.5



4954 J. Neurosci., September 24, 2008 • 28(39):4949–4958

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64817

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      Figures unavailable
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SAIT

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WAT

a.

b.

c.

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e.

60	120	180	240	300	360	420	480	540	600	660
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Melbourne, University

[illegible]

Queensland University

Age Group	Male (Solid Circles)	Female (Open Circles)
10-14	10	10
15-19	20	20
20-24	30	30
25-29	40	40
30-34	50	50
35-39	60	60
40-44	70	70
45-49	80	80
50-54	90	90
55-59	100	100
60-64	110	110
65-69	120	120
70-74	130	130
75-79	140	140
80-84	150	150
85-89	160	160
90-94	170	170
95-99	180	180

Sydney, University

212

Condition	Control (%)	Mild (%)	Severe (%)
1	75	75	75
2	85	95	95
3	90	95	95
4	92	95	95
5	95	95	95

100	600	900	1200	1500	1800	2100	2400	2700	3000	3300
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Column 1 : Name of Institution
Column 2 : Data indicate years 1976 - 1990
Column 3 : Stars indicate number of systems used in a particular year
Column 4 : Stars indicate number of searches

Note 1 : Figures for Deskin in 1979 are from the 1979 Annual Report
2 : Figures for NSWIT in 1980 exclude ABN and OCLC

APPENDIX III

- A. SEARCH REQUEST FORM
- B. LOG SHEET
- C. SEARCH APPRAISAL FORMS

The Library**Search Request**

Office Use Only

ONLINE Data Retrieval Service

Date

--	--	--	--	--	--	--	--

 6

Requester's ID

--	--	--	--	--	--	--	--

 12

Search Number

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 17

Name

Telephone No.

Prof / Dr / Ms / Mr

Position held at ANU:

☐ Academic staff

Student:

☐ Ph.D.☐ Masters☐ Hons.☐ Undergraduate

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 19
☐ Other (please specify)

Department

School

--	--	--

 22

Address (specify recipient if different from requester)

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 23

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 25

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 28

Short title of search (one sentence)

Is this the first time you have used a computer-based literature search service?

☐ Yes ☐ No

--

 29

Have you used the ANU Library's data retrieval service before?

☐ Yes ☐ No

--

 30

If NO, how did you hear of it, e.g. from a librarian, fellow student, etc?

--	--

 32

Deadline

Please state the latest date beyond which the search will not be useful to you.

Not useful after

--	--	--	--	--	--

 38

This form is designed to elicit from you all the information necessary to make your bibliography as relevant as possible to your needs. It is in your own interests to read it *carefully* and fill it in *completely*.

Request Statement

1. Please describe in narrative form the exact subject of the search.

Keywords

2. Please list words, phrases, synonyms, trade names and accepted abbreviations, which may be used in the titles or abstracts of articles to describe your topic.

☐ ☐ 40

-
3. Indicate any aspects of the topics listed previously in which you are not interested and which could be eliminated from your search.

☐☐ 42

-
4. List name and initials of any authors you would especially like to see.

☐☐ 44

-
5. Recent references already known:

List up to 2 titles with full bibliographic details. If none write 'NONE'.

☐ 45

-
6. How many relevant articles do you expect to have been published during the last three years?

☐☐☐ 48

Search Requirements

7. Which type of search would you prefer (tick any which apply):

☐ *Comprehensive*: retrieving most relevant titles, and probably many irrelevant titles as well.

☐ 49

☐ *Narrow*: retrieving most relevant titles, a few irrelevant references, but which may miss a proportion of relevant material.

☐ 50

☐ *Retrospective search*: a search designed to look through all years available on the data bases.

☐ 51

Please specify from which year

☐☐ 53

☐ **Current awareness*: a search designed also to look through the most recent files of the data bases.

☐ 54

**For BIOSIS and MEDLINE requests only.*

8. Language requirements (tick any which apply)

- ☐ All languages ☐ Any foreign language with English abstract
☐ English
☐ Other languages (please specify)

☐ 55

☐ 56

☐ 57

☐ ☐ ☐ ☐ ☐ ☐ ☐ 63

☐ ☐ ☐ ☐ ☐ ☐ ☐ 69

Purpose of Search

9. Do you plan to share the printout resulting from this search with anyone else?

- ☐ Yes ☐ No

☐ 70

10. What is the purpose of this search? (tick any which apply)

- ☐ (i) To obtain ideas for a new research topic

☐ 71

- ☐ (ii) To obtain supportive material for –

- ☐ research currently being undertaken

☐ 72

- ☐ research which is in the process of being written-up

☐ 73

- ☐ (iii) To keep aware of developments in –

- ☐ the work of specific researchers

☐ 74

- ☐ a research area related to your own

☐ 75

- ☐ a research area with which you are unfamiliar

☐ 76

- ☐ (iv) To acquire references which could be used in the preparation of teaching materials.

☐ 77

ALL INFORMATION PROVIDED ON THE SEARCH REQUEST FORM IS CONFIDENTIAL

For office use only:

Search fee charged to

- ☐ Research fund / scholarship grant
☐ Department
☐ Self

☐ 78

☐ ☐ 80

Search initiated by

(6/80)

BIOSIS PREVIEWS

Search Request

APPENDIX IIIA

Search Specifications:

Tick the boxes most appropriate to your search requirements

INCLUDE EXCLUDE

- | | | |
|--------------------------|--------------------------|---------------------|
| ☐ | ☐ | Microorganisms |
| ☐ | ☐ | Lower plants |
| ☐ | ☐ | Higher plants |
| ☐ | ☐ | • Monocotyledons |
| ☐ | ☐ | • Dicotyledons |
| ☐ | ☐ | Invertebrates |
| ☐ | ☐ | Vertebrates |
| ☐ | ☐ | • Mammals |
| ☐ | ☐ | • Humans |
| ☐ | ☐ | Fossil species |
| ☐ | ☐ | Freshwater species |
| ☐ | ☐ | Marine species |
| ☐ | ☐ | Laboratory animals |
| ☐ | ☐ | Normal states |
| ☐ | ☐ | Pathological states |
| ☐ | ☐ | In vitro work |

If any or all of these categories are too broad, list below the class(es), family(ies), genera or species of interest. Include both taxonomic and common names.

MEDLINE

Search Request

Search Specifications:

Please tick the appropriate boxes where the information is not already implicit in your request statement.

- | | |
|--------------------------|-------------------------|
| ☐ | Normal conditions |
| ☐ | Pathological conditions |
| ☐ | Neoplastic conditions |
| ☐ | Pregnancy |
| ☐ | Clinical |
| ☐ | Experimental |

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HUMAN:

- | | |
|--------------------------|-------------|
| ☐ | All ages |
| ☐ | 0-1 month |
| ☐ | 2-23 months |
| ☐ | 2-5 years |
| ☐ | 6-12 |
| ☐ | 13-18 |
| ☐ | 19-44 |
| ☐ | 45-64 |
| ☐ | 65- |

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ANIMAL

- | | |
|--------------------------|----------------|
| ☐ | All laboratory |
| ☐ | All veterinary |
| ☐ | All mammals |
| ☐ | All primates |
| ☐ | All rodents |
| ☐ | All ruminants |
| ☐ | Guinea pigs |
| ☐ | Mice |
| ☐ | Rats |
| ☐ | Rabbits |
| ☐ | Cats |
| ☐ | Dogs |
| ☐ | Sheep |

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The Library**Search Fee**

Date:

THIS FORM MUST BE COMPLETED BEFORE A SEARCH CAN BE CONDUCTED*

I authorize the Library to perform the Search described on the attached form and agree to pay the charges incurred in conducting the Search on the following data base(s):

Signature of requester:

Department/School/Unit:

Signature(s) of person(s)
authorized to commit funds:

Department/School/Unit:

Title of Search:

Please charge to:

- ☐ Research Fund/Scholarship Grant (subject to authorization)
- ☐ Department of
School
(subject to authorization)
- ☐ Me personally

Cost:

Encl.

* PLEASE NOTE - The fee pays for a Search. It is possible that no relevant citations will be found.

AUSTRALIAN NATIONAL UNIVERSITY

THE LIBRARY

COMPUTERISED INFORMATION RETRIEVAL LOG

APPENDIX IIIB

Search Site: _____

Search Analyst: _____

Search No.	Session Date	User and Subject of Search	I.D. Number	Search Formulation Time	Service	File Name	Time On/Off	Local Pages	Offline Prints	Printout Recvd. (date)	Printout Mailed to Requester (date)	Requester Present at search?	SDI	Approx. Cost	Comments

APPENDIX IIIC

AUSTRALIAN NATIONAL UNIVERSITY

To help us to improve our search service to you we need to know how satisfied you are with the list of citations you receive.

We would therefore appreciate your completing this questionnaire to evaluate the search recently conducted for you on the topic listed overleaf.

Please return the completed questionnaire with any comments, criticisms or suggestions you feel relevant to:

Miss Fiona Wood
Research and Development Unit
R. G. Menzies Building
(x. 4374)

Thank you for your co-operation.

*The Library***Search Appraisal**

Office Use Only

Requester's ID

 6

Search Number

 10

Citations retrieved

 13**Subject**

1. (a) What approximately was the percentage of relevant articles in your printout?

☐ 100%☐ More than 75%☐ More than 50%☐ 14☐ More than 25%☐ 25% or less

- (b) Was the proportion of relevant citations retrieved sufficiently high?

☐ Yes☐ No☐ 15

2. Do you know of any important articles that should have been retrieved by this search, but which were missed?

☐ Yes☐ No☐ 16

If YES, how many

 19

3. Did the search succeed in uncovering any new, key articles that will have a significant bearing on your research?

☐ Yes☐ No☐ 20

If YES, please elaborate—

 22

4. Did the search retrieve any citations that were irrelevant for this request but of use for some other project?

☐ Yes☐ No☐ 23

5. Did your list of citations arrive in time for your purpose?

☐ Yes☐ No☐ 24

6. Was the introductory information you received about, for example, the costs, preparation or probable results of the search:

☐ Very satisfactory☐ Fairly satisfactory☐ Satisfactory☐ 25☐ Fairly unsatisfactory☐ Very unsatisfactory

If you were dissatisfied with the information received, please elaborate—

 27

7. If you were present while your search was being conducted on the terminal, did you find this:

☐ Very useful ☐ Useful ☐ Not useful

☐ 28

8. Do you have any suggestions as to how the search analysts might be able to improve any of the current procedures for running a search request?

☐ ☐ 30

9. For the purposes of this request how satisfied were you with the citations retrieved?

☐ Very satisfied ☐ Satisfied ☐ Unsatisfied

☐ 31

If you were dissatisfied with the printout would you attribute this to:

- ☐ a misinterpretation by us of your requirements
☐ in retrospect a lack of specificity by you of your requirements
☐ a lack of specific indexing terms in the data bases used
☐ other (please specify)

☐ 32

☐ 33

☐ 34

☐ ☐ 36

10. Considering the time it would have taken to manually search for this information, do you feel—

- ☐ the benefits of the search exceeded the cost
☐ the benefits were commensurate with the cost
☐ the benefits were not worth the cost

☐ 37

11. As a result of using this service are you now making greater use of other Library services such as inter-library loan?

☐ Yes ☐ No

If YES, please specify—

☐ 38

☐ ☐ 40

12. If you needed to use a literature search service again would you use this one?

☐ Yes ☐ No

If NO, why not?

☐ 41

☐ ☐ 43

13. Some of the information on this form would be of use to the search analysts in developing future search strategies, would you have any objection to this information being brought to their attention?

☐ Yes ☐ No

☐ 44

14. If you have any additional comments we would be pleased to have them:

☐ ☐ ☐ 47